IN THE CLAIMS

Please find below a listing of all of the pending claims. The status of each claim is set forth in parentheses. This listing will replace all prior versions, and listings, of claims in the present application.

1.   (Currently Amended) A method for managing telephon[[e]]ing, comprising:

calling a contact;

presenting the contact with a predetermined out-calling dialog;

translating the contact's vocal responses to the dialog into textual words using ~~selected interactive~~ a voice response algorithm[[s]];

determining whether the contact is interested in the out-calling dialog,

wherein the determining includes

applying a set of heuristics to the textual words,

associating a score with each heuristic,

totaling the scores, and

concluding that the contact is interested if the total score is above a

predetermined threshold;

connecting the contact to a human operator after a predetermined portion of the out-calling dialog with the contact is completed if the contact is interested; and

providing the operator with the textual words.

2.   (Currently Amended) The method of claim 1 wherein the calling includes:

selecting the contact from a set of contacts within a contact database.

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3.   (Original) The method of claim 1 further comprising:

classifying the contact as either a person or not a person; and

terminating the call, if the contact is not a person.

4.   (Currently Amended) The method of claim 1 wherein the presenting includes:

selecting the dialog from a set of dialogs stored in a dialog database based upon a set

of attributes associated with the contact.

5.   (Currently Amended) The method of claim 1:

further comprising,

storing the contact's vocal responses, textual words, and contact attributes in a

contact database; and

wherein the providing includes,

providing the operator with access to the contact database.

6.   (Currently Amended) The method of claim 1 wherein the connecting includes:

continuing a next portion of the out-calling dialog with the contact while waiting for

the human operator to become available.

7-8.   (Canceled)

9.   (Currently Amended) The method of claim [[7]] 1, wherein the determining includes:

matching the textual words with predetermined keywords associated with interest.

10.   (Currently Amended) The method of claim [[7]] 1, wherein the determining includes:

matching the textual words with predetermined keywords associated with disinterest.

11-12. (Canceled)

13.   (Currently Amended) The method of claim [[7]] 1, further comprising:

terminating the call with the contact, if the contact is not interested.

14.   (Currently Amended) The method of claim [[7]] 1, further comprising:

performing the translating and determining elements in parallel.

15.   (Currently Amended) The method of claim [[7]] 1, further comprising:

performing the determining element after the predetermined portion of the out-calling

dialog with the contact is completed.

16.   (Currently Amended) A method for managing telephone calls, comprising:

calling a contact;

presenting the contact with a predetermined out-calling dialog;

translating the contact's vocal responses to the dialog into textual words using selected

interactive a voice response algorithm[[s]];

<u>determining whether the contact is interested in the out-calling dialog, wherein the</u>

<u>determining includes</u>

<u>applying a set of heuristics to the textual words,</u>

<u>associating a score with each heuristic,</u>

<u>totaling the scores, and</u>

<u>concluding that the contact is interested if the total score is above a</u>

<u>predetermined threshold;</u>

connecting the contact to a human operator after a predetermined portion of the out-calling dialog with the contact is completed <u>if the contact is interested</u>;

providing the operator with the textual words;

storing the contact's vocal responses, textual words, and contact attributes in a contact database[[;]]<u>,</u> wherein the providing includes[[,]] providing the operator with access to the contact database;

~~determining whether the contact is interested in the out-calling dialog;~~

~~wherein connecting includes, connecting the contact to the operator, if the contact is~~

~~interested;~~ and

terminating the call with the contact, if the contact is not interested.

17.   (Currently Amended) A <u>non-transitory</u> medium having instructions encoded thereon for enabling a processor to perform the operations of:

calling a contact;

presenting the contact with a predetermined out-calling dialog;

translating the contact's vocal responses to the dialog into textual words using ~~selected~~ ~~interactive~~ a voice response algorithm[[s]];

determining whether the contact is interested in the out-calling dialog, wherein the determining includes

applying a set of heuristics to the textual words,

associating a score with each heuristic,

totaling the scores, and

concluding that the contact is interested if the total score is above a predetermined threshold;

connecting the contact to a human operator after a predetermined portion of the out-calling dialog with the contact is completed~~; and~~, if the contact is interested; and

providing the operator with the textual words.

18.   (Currently Amended) The medium of claim 17:

further comprising,

storing the contact's vocal responses, textual words, and contact attributes in a contact database; and

wherein the providing includes,

providing the operator with access to the contact database.

19.   (Currently Amended) The medium of claim 17 wherein the connecting includes:

continuing a next portion of the out-calling dialog with the contact while waiting for the human operator to become available.

20.   (Canceled)

21.   (Currently Amended) A system for managing telephone calls, comprising a:

means for calling a contact;

means for presenting the contact with a predetermined out-calling dialog;

means for translating the contact's vocal responses to the dialog into textual words

using ~~selected interactive~~ a voice response algorithm[[s]];

means for determining whether the contact is interested in the out-calling dialog,

wherein the means for determining includes

means for applying a set of heuristics to the textual words,

means for associating a score with each heuristic,

means for totaling the scores, and

means for concluding that the contact is interested if the total score is above a

predetermined threshold;

means for connecting the contact to a human operator after a predetermined portion of

the out-calling dialog with the contact is completed~~; and~~, if the contact is interested; and

means for providing the operator with the textual words.

22.   (Original) The system of claim 21, further comprising:

means for storing the contact's vocal responses, textual words, and contact attributes

in a contact database.

23.   (Canceled)

24.   (Currently Amended) A system for managing telephone calls between an operator and

a contact, comprising:

          a contact database for storing information on the contact;

          a dialog database containing a predetermined out-calling dialog;

          a call manager for calling the contact and presenting the contact with the dialog; and

          an interactive voice response module for translating the contact's vocal responses to

the dialog into textual words and storing the words in the contact database which are

accessible to the operator, and for determining whether the contact is interested in the out-

calling dialog, wherein the determining includes applying a set of heuristics to the textual

words, associating a score with each heuristic, totaling the scores, and concluding that the

contact is interested if the total score is above a predetermined threshold; and

          a call connector for connecting the contact to the operator after a predetermined

portion of the out-calling dialog is completed, if the contact is interested.

25.   (Original) The system of claim 24, wherein the contact database includes:

          a set of attributes associated with the contact.